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# National Operations Center

## Fiscal Year 2013 Accomplishment Highlights

BLM

## Message from the Director

This past year has been one of great accomplishments through the excellent contributions of the National Operations Center (NOC) employees. We have delivered a myriad of products and services at a good value to the BLM. While it has been a year of many challenges and changes, we have demonstrated our strong customer service ethic in all of our programmatic and functional areas. I am pleased to report that the NOC ended fiscal year 2013 on a positive note with improved financial management and noteworthy accomplishments.

Customer feedback and continual improvement are very important to me as we continue to look for ways to streamline the organization without sacrificing the value we bring to the BLM. Throughout the year, we sought input from stakeholders and program participants, asking for focused business process improvements. I have committed to improving budget transparency through a streamlined process that is clear to our investors and our customers alike. We also better aligned the NOC mission with the BLM mission, which brought improved clarity to our programs while streamlining our services to meet the expectations of the field and Washington Office.

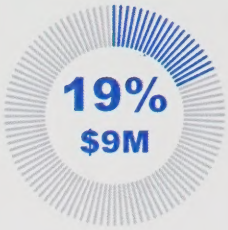
Although we are on firmer ground, much still remains to be done. Fiscal year 2014 will bring us new challenges and opportunities to promote and advance the services we provide the BLM. With your support and commitment, the NOC will continue to be Excellence in Action!

Ruth Welch
Director, National Operations Center

EXCELLENCE IN ACTION

# Division of Business Services

**Budget***




## Finance and accounting

Accounts receivable, accounts payable, travel, permanent change of station (PCS), Financial and Business Management System (FBMS) support, financial reporting

- Received an unqualified audit opinion for FY 12 with no material weakness identified and no finance related "Notice of Findings and Recommendations" issued
- Coordinated 301 PCS moves worth $12,972,963
- Completed Deployment 8 (D8) of FBMS
- Processed 52,826 payments worth $614,341,613
- Processed 40,784 travel vouchers worth $11,817,545
- Processed 1,183,000 transactions totaling $841,784,000 through the Collections and Billings System
- Processed 1,770 PCS payment transactions totaling $7,928,074

## National property and support

Space leasing; national uniform program; property, fleet, and warehouse operations

- Reduced BLM's national leased real property footprint by approximately 27,581 net square feet resulting in savings of $262,847
- Processed 6,414 orders worth $696,797 through Printed Materials Distribution Services (PMDS)

## Acquisitions and architecture and engineering

National contracts and grants; architecture and engineering planning, design, and construction; Compliance Assessment Safety Health and Environment (CASHE) program

- Achieved the highest acquisitions dollar savings within the Department of the Interior (DOI) with more than $2M saved
- Awarded information technology (IT) software contracts at significant savings over General Services Administration rates; projected contract savings exceed $10M if used by all DOI bureaus
- Analyzed BLM procurement workforce and made recommendations for future savings in labor and training costs
- Achieved five of the six small business goals set by DOI
- Completed 89 bridge inspections and load ratings for 49 bridges in six states
- Developed an online inventory of 550 dams built on BLM rights-of-way
- Conducted 33 CASHE audits

# Division of Human Resource Services

**Budget***

## Classification

Standard position description (PD) development and maintenance of the PD library

- Produced more than 175 standard PDs covering a wide range of mission-critical positions
- Completed more than 1,200 classification actions and advisory services

## Staffing and employment

Standard job analyses, standard vacancy announcements

- Provided centralized staffing services for seasonal vacancy announcements (not fire related)
- Developed standard job analyses, technical interview questions, and vacancy announcement templates for mission-critical occupations

## Benefits and retirement; centralized employee/labor relations

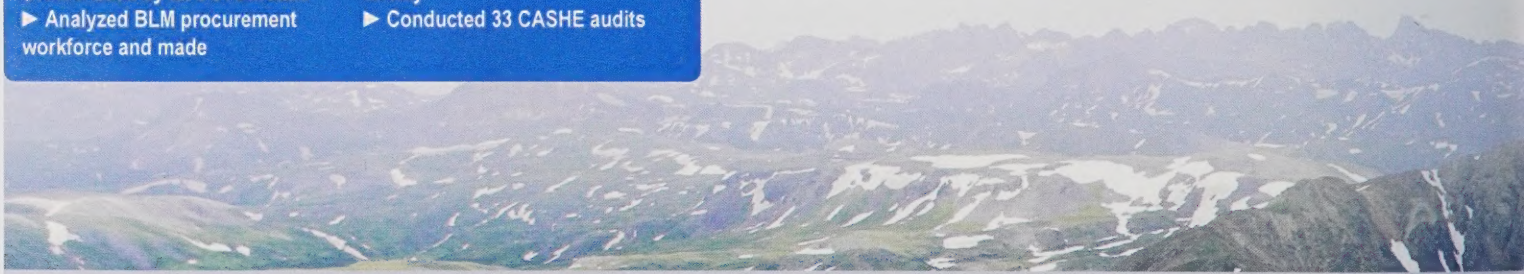
Retirement, health/life insurance, employee assistance, and employee/labor relations advisory services

- Established a centralized benefits branch to provide retirement and health/life benefit services to employees Bureauwide; processed 124 retirements in the first 3 months of centralized operations
- Provided extensive advice and assistance on employee and labor relations, including matters related to the IT Transformation initiative

## Personnel security

Employee credentialing and background clearances

- Processed more than 7,500 actions for new, renewed, and reissued DOI Access Cards; processed more than 300 moderate-risk and higher adjudications of background investigations



* Percent of annual work plan (AWP) base funding. The remaining percent represents Director's Office and overhead costs.

# Division of Resource Services

Budget*

## Assessment and monitoring

Greater sage-grouse planning technical support; recreation management; user support for applications; rapid ecoregional assessments (REAs); and assessment, inventory, and monitoring (AIM) implementation

- Completed a greater sage-grouse baseline environmental report in collaboration with the U.S. Geological Survey (USGS)
- Compiled datasets from field offices to support tier 2 cumulative effects analyses for sage-grouse planning revisions and amendments
- Completed reports for seven REA units and provided ongoing project management/technical support for five REA units
- Helped complete the "Interagency Ecological Site Handbook for Rangelands"

## Program and technical operations

Fluid minerals, socioeconomic services, hazardous materials/abandoned mine lands, BLM library and publishing

- Completed technological x-ray fluorescence and geophysical hazmat characterizations for 11 priority sites in six states
- Completed hydrologic and air resources technical support for 15 land use plans and environmental impact statements for seven states
- Provided visual resource management and inventory training for more than 50 BLM employees through three national and state office courses, emphasizing National Landscape Conservation System, pre-resource management plan, and energy corridor right-of-way assessments
- Completed fluid mineral accountability reviews; closed 53 cases with 5,112,172 mcf (thousand cubic feet) of gas volume recovered for a net value of $2,556,086 and 1,051 bbl (barrels) of oil volume recovered for a net value of $13,137
- Digitized more than 5,000 library documents and published more than 19 technical notes/references and national-scope documents

## Resource data

100k mapping, data management, cartography, geospatial support, remote sensing

- Conducted unmanned aerial systems projects for invasive weeds, vegetation inventory, coal seam fire mapping, abandoned mine land imaging, dam removal projects, and riparian assessments
- Revised and published 54 100k BLM surface ownership maps
- Developed and initiated an interagency agreement with USGS for grass and shrub mapping across the West
- Implemented an internal BLM geospatial "gateway" for all BLM geographic information system (GIS) related sources

# Division of Information Resource Management

Budget*

## IT operations

National Help Desk, WAN/LAN, email, telecommunications, systems administration

- Exceeded 99 percent uptime for all BLM infrastructure and processed 21,000 Remedy tickets
- Upgraded the network circuits at 144 sites and improved end user access at 39 BLM offices
- Developed a cost model to show the value of IT support to national programs

## Program and technical operations

Technical applications support, IT security, performance monitoring

- Exceeded 99 percent uptime for all national applications and resolved 4,700 Remedy tickets
- Implemented the BisonConnect email system
- Completed Bureauwide migration to SharePoint 2012
- Authored the standard operating procedure for IT security vulnerability resolution and launched a patch management program for the NOC
- Developed and published the NOC contingency plan to bring up all national systems and applications following a service disruption

## Project management and engineering and development

National applications development, systems engineering and database development, data management

- Completed 75 percent of the Legacy Rehost 2000 System data business rules
- Developed a 5-year model for the total cost of ownership (TCO) for the Automated Fluid Minerals Support System (AFMSS) II, SharePoint 2010, and Remedy
- Reduced a $3.6M licensing liability to less than $500,000
- Provided IT support to process $2.7 billion in oil and gas royalties and $250 million in oil and gas lease sales in AFMSS

BLM Library
Denver Federal Center
Bldg. 50, OC-521
P.O. Box 25047
Denver, CO 80225

# The NOC: A Good Investment for the BLM

The leaders at the NOC have made a serious commitment to our customers to be good stewards of the Bureau's resources and to operate in a fiscally responsible manner. We are always looking for ways to improve efficiencies and save money in operations. The NOC carefully reviews all expenditures and makes reductions to extend its financial resources. We seek to maximize our efficiencies while minimizing the effects on delivering centralized services. Over the past couple of years, we have been successful in finding savings not only at the NOC, but also across the Bureau.

**Recent cost-saving activities at the NOC:**

- Reduced the workforce by 13 positions, including six from the Director's Office staff, for an estimated savings of $1,300,000.
- Implemented Voice Over Internet Protocol (VOIP) for an estimated annual cost savings of $95,000.
- Leased 30 multifunctional devices (copiers, scanners, printers) to replace approximately 153 individual printers and 21 copiers, saving $70,000 annually in maintenance and toner.
- Provided digital notepads for student use during ePlanning courses, saving approximately $20,000 annually in printing costs.
- Partnered with the Colorado State Office to reduce staffing and equipment costs and share scarce skills within the equal employment opportunity and safety functions, reinforcing current trends such as regionalization and Service First.

**Planned cost-saving activities at the NOC:**

- Decrease the NOC footprint at the Denver Federal Center by vacating building 40 for a $500,000 annual reduction in rent paid to GSA.
- Work with the National Training Center to develop distance learning programs for GIS data management and ePlanning to reduce travel costs for instructors and students.
- Continue the ongoing review of the current table of organization to find efficiencies and reduce labor costs.
- Continue discussions with the Colorado State Office about opportunities to zone services.

**Recent NOC-driven cost-saving activities for the Bureau:**

- Continued improvements in prompt payment, achieving on-time payment for more than 98 percent of invoices and reducing the overall interest from $54,818 in FY 2011 to $17,866 in FY 2012.
- Reduced the BLM's baseline lease footprint by 174,855 square feet in 2010, recovering $320,448 in rent, and by 27,581 square feet in 2013, for a savings of $262,847.
- Tested and installed a state-of-the-art Federal Express shipping system that saved the BLM $25,000 in FY 2012, with additional savings of $3,000 annually thereafter.
- Reduced recurring costs in hardware/software maintenance agreements (HSMAs) by $1 million.

**Business process improvements and efficiencies at the NOC:**

- Standardized position descriptions and companion standard job analyses and technical interview questions to save time and money in hiring actions.
- Worked with DOI to approve hosting the Bureau of Reclamation's national IT infrastructure and DOI Data Center in the BLM National Data Center, which the Department identified as one of its top five in operational efficiency and configuration, in support of the Federal Data Center Consolidation Initiative.
- Entered into numerous partnerships with the USGS, Bureau of Indian Affairs, and other federal agencies to fund benefiting projects and share technical expertise.

The NOC continues to look for ways to reduce costs while still providing reliable, dependable and value-added services to the Bureau. We will also continue to be responsive, efficient, respectful, and innovative in serving our customers, ensuring that our products and services meet high standards of excellence.

**National Operations Center**
**Fiscal Year 2014 Priorities**

1. Implement information technology transformation (ITT) and deploy the Remedy system
2. Ensure a clean KPMG financial audit opinion
3. Streamline and improve the transparency of the NOC budget
4. Deploy and implement the Concur Government Edition (CGE) travel system
5. Renovate the NOC workspace in building 50
6. Support planning and NEPA actions (ePlanning)
7. Support landscape initiatives (rapid ecoregional assessments and sage-grouse cumulative effects)
8. Transfer the rights-of-way pilot from Boise to the NOC
9. Ensure Bureau software license compliance
10. Support the acquisition management workforce initiative
11. Improve the project management/portfolio management program (tracking, service, monitoring, etc.)
12. Support oil and gas initiatives (production accountability, gas wells, and the Automated Fluid Minerals Support System)